ADMINISTRATIVE - INTERNAL USE ONLY

MEMORANDUM OF AGREEMENT

Between

The Offices of Training and Education and Information Technology

for

Dispersed Office Support

1. BACKGROUND

The Office of Information Technology (OIT) and the Office of Training and Education (OTE) are jointly involved in the development and support of Automated Data Processing (ADP) systems whose success is crucial to Agency operations. This Memorandum of Agreement (MOA) recognizes the importance of a smooth working relationship between OTE and OIT, and establishes an OIT Dispersed Office Support (DOS) unit within OTE. The purposes of the DOS unit are to provide timely ADP services to OTE; to ensure these services are responsive to the priorities of senior OTE management; to foster good communications between system implementors and OTE customers; to greatly enhance the implementors' understanding and knowledge of customer activities; and to provide for customer visibility into the system development and maintenance process.

2. AUTHORITY AND IMPLEMENTATION DATE

The approving signatures affixed to this MOA shall constitute its authority. The OIT DOS unit shall be constituted and formally begin operations within thirty days of the latest approving signature date. This MOA can be changed with the approval of both offices and shall remain in effect until formally rescinded by either of the two offices.

3. TERMS OF THE AGREEMENT

OIT and OTE jointly agree that an OIT DOS unit shall be established within OTE during the implementation period of this MOA. The terms of this agreement are as follows:

3.a. The DOS unit shall be comprised in a single organizational component within OTE. It shall be composed of OIT careerists, OTE careerists (including DAC operators and Wang system administrators), and OTE ADP contractors.

1

ADMINISTRATIVE - INTERNAL USE ONLY

3.b. OTE shall manage the staff and contract personnel assigned to the DOS unit by designating an OTE DOS unit member to serve as its on-site manager. OTE will consider turning over this function to OIT at a later date.

3.c. The DOS unit manager shall report to the Chief, Information Systems Training Division (ISTD). The DOS unit manager's annual Performance Appraisal Report (PAR) will be written by C/ISTD and reviewed by DD/OTE. OIT will provide a memo to C/ISTD commenting on the DOS unit manager's performance with respect to adherence to OIT development standards, policies, and practices.

3.d. The DOS manager shall write the rating officer's comments on the PAR for all DOS unit staff members. Each OIT employee's PAR will have reviewing comments done by a manager from OIT.

3.e. D/OTE shall have the right to interview and approve an OIT candidate if that person is to manage the DOS unit. Otherwise OIT shall make all MZ personnel assignments to the unit, with the concurrence of the D/OTE; OTE shall make all MT personnel assignments to the unit, with the concurrence of the D/OIT.

3.f. The Chief, OIT Development Group will insure that the OIT personnel are represented on the DG/OIT career sub-panel. The DOS manager will attend periodic OIT/DG project status meetings and will participate in OTE career management forums to the extent desired by OTE.

3.g. OTE shall provide one MT position and convert it to MZ. OIT shall provide one MZ position for the DOS unit. The positions shall be GS-11. These MZ positions shall be on the Table of Organization of OTE. Upon termination of this MOA the positions will revert back to their respective offices. (See Appendixes 2 and 3.)

3.h. OIT shall be responsible for staffing the DOS unit MZ positions with MZ personnel. Personnel assigned to the DOS unit will have an appropriate mix of ADP skills and experience. OIT personnel shall be assigned to the DOS unit for a two year tour of duty. The staffing level for the DOS effort shall be reviewed annually by OTE and OIT. Mutually agreeable adjustments to the level of effort may be made following the annual review. Should OTE desire to increase the number of MZ personnel in the DOS unit, it shall provide the required personnel positions and convert them to MZ. Should OTE desire OIT to assume the management of the DOS unit, OTE shall provide an appropriately graded slot to do so.

2

3.i.   All development and maintenance required by OTE except for selected corporate and field applications will be done by the DOS unit.

3.j.   For each new corporate or field project OTE and OIT will jointly decide whether that effort would be best performed by the DOS team or through central OIT services outside the DOS unit.

3.k.   The existing OIT rotational program in OTE will be eliminated. As a transitional vehicle, all existing rotational agreements will be honored as part of the DOS program.

3.l.   The final decision for work approvals and priorities shall reside with OTE. The DOS unit manager shall be responsible for managing the resources of the unit to maximize the responsiveness and quality of ADP services to OTE. He/she shall review all requests for work, and shall provide formal estimates for accomplishing the work, along with recommended alternatives, if any.

3.m.   OTE shall be responsible for funding any ADP equipment, software, and contractors required to accomplish the work of the DOS unit. The DOS unit manager shall assist OTE in budget formulation by preparing estimates and cost justifications for DOS efforts.

3.n.   OTE shall use the DOS unit manager as the focal point for identifying and coordinating ADP or communications activities which can reasonably be expected to affect the OIT services network.

4. OTE RESPONSIBILITIES

In addition to other responsibilities defined in this MOA, OTE shall:

4.a.   Establish a mechanism for reviewing, screening, selecting, and prioritizing ADP requirements which OTE provides to the DOS unit.

4.b.   Define the functional requirements, participate in reviews and conduct formal acceptance tests for DOS unit deliverables where appropriate.

4.c.   Fund appropriate ADP training for all personnel assigned to the DOS unit.

4.d.   Provide the DOS unit personnel with working space, clerical support, and ready access to an adequate number of computer terminals, personal computers, and printers. For maximum efficiency the DOS unit shall be co-located in OTE.

5. <u>DOS UNIT RESPONSIBILITIES</u>

In addition to other responsibilities defined in this MOA, the DOS unit shall:

5.a. Develop and maintain, under the direction of OTE, an OTE ADP strategic plan.

5.b. Establish a mechanism for responding to the OTE's ADP requests with formal estimates and alternatives.

5.c. Develop, enhance, maintain, and support, according to OIT standards, new ADP systems in response to the priorities and requests of OTE.

5.d. Perform maintenance and make enhancements as directed by OTE to all projects or systems defined in Appendix 1.

5.e. Function as the on-site project manager for DOS contractor support including software procurement and development.

5.f. Provide on-site ADP consulting and assistance to OTE personnel.

6. <u>OIT/DG CENTRAL SERVICES</u>

OIT/DG will continue to centrally:

6.a. Manage the careers for all OIT DOS unit staff personnel.

6.b. Manage the Agency's Corporate Data Program. This function will include: Corporate Data planning and the establishment of the Corporate Data architecture; definition and enforcement of standards, procedures, and guidelines for Integrated Database Management System/Relational (IDMS/R) project development; provision of Data Base Administration (DBA) support to IDMS/R project developers; maintenance of the IDMS/R Integrated Data Dictionary; and Corporate project development, as appropriate.

6.c. Establish and enforce system development standards, guidelines, and methodologies.

6.d. Through a senior technical OIT/DG review panel, ensure that all development efforts including those managed by the DOS unit, comply with applicable standards for architecture and development, unless otherwise exempted.

4

7. **OIT CENTRAL SERVICES**

OIT will continue to centrally:

7.a. Define the architecture and install and maintain Agency-wide communications and computing systems.

7.b. Define the primary Agency architecture for field computing.

CONCUR:

STAT

Director, Office of Training and Education	Date

26 AUG 1988

Director, Office of Information Technology   Date

5

ADMINISTRATIVE - INTERNAL USE ONLY

APPENDIX 1

Projects being transferred to the OTE DOS Unit

STAT

TEAMS   Training and Education Automated Management System

6

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

APPENDIX 2

MT Positions being converted to MZ

Position Number	Position Grade
STAT
	GS-11

7

ADMINISTRATIVE - INTERNAL USE ONLY

APPENDIX 3

MZ Positions being transferred to the T/O of OTE

Position Number	Position Grade
TBD	GS-11

ADMINISTRATIVE - INTERNAL USE ONLY